

IN THE CLAIMS

For the convenience of the Examiner, all pending claims of the present Application are shown below in numerical order whether or not an amendment has been made.

Claims 1-2 (**Canceled**)

3. (**Currently Amended**) A method of providing self-supporting service consumers, comprising:

allowing a service consumer to automatically consult a service policy comprising one or more service policy rules associated with the service consumer to ~~request service~~ request a solution for a fault that occurred in the service consumer;

automatically determining from the service policy, one or more actions to be taken to respond to the ~~request for service~~, the one or more actions related to providing the solution to the fault ~~servicing the service consumer~~;

automatically initiating the one or more actions;

automatically invoking one or more service provider tools to perform the one or more actions in response to the ~~request for service~~; and

communicating one or more service events that occurred as a result of the automatically initiating one or more actions and the automatically invoking one or more service provider tools wherein the communicating includes logging the one or more service events.

Claims 4-36 (**Canceled**)

37. **(Currently Amended)** A method of providing self-supporting service consumers, comprising:

allowing a service consumer to automatically consult a service policy comprising one or more service policy rules associated with the service consumer to ~~request service~~ request a solution for a fault that occurred in the service consumer;

automatically determining from the service policy, one or more actions to be taken to respond to the ~~request for service~~, the one or more actions related to providing the solution to the fault ~~servicing the service consumer~~;

automatically initiating the one or more actions; and

automatically invoking one or more service provider tools to perform the one or more actions in response to the request ~~for service~~.

38. **(Previously Presented)** The method of claim 37, further including:

communicating one or more service events that occurred as a result of the automatically initiating one or more actions and the automatically invoking one or more service provider tools.

39. **(Previously Presented)** The method of claim 37, wherein the service policy rules are specific to the service consumer.

40. **(Previously Presented)** The method of claim 37, wherein the software applications include over-the-counter applications, custom applications, or combinations thereof.

41. **(Canceled)**

42. **(Previously Presented)** The method of claim 37, wherein the one or more service provider tools include knowledgebase, trouble ticketing tool, escalation tool, workflow tool, software delivery tool, or combinations thereof.

43. **(Previously Presented)** The method of claim 37, further including allowing the service policy to be modified based on the automatic initiating and the automatic invoking steps.

44. **(Currently Amended)** A self-supporting service consumer system, comprising:

a memory configured to house a service policy comprising one or more service policy rules associated with a service consumer;

a processor configured to:

enable the service consumer to automatically consult the service policy to ~~request service~~ request a solution for a fault that occurred in the service consumer;

automatically determine from the service policy, one or more actions to be taken to respond to the request ~~a request for service from the service consumer~~, the one or more actions related to providing the solution to the fault ~~servicing the service consumer~~;

automatically initiate the one or more actions; and

automatically invoke one or more service provider tools to perform the one or more actions in response to the request ~~for service~~

45. **(Previously Presented)** The system of claim 44, further including:

an interface operable to communicate through a web service with the service consumer over the world wide web via a web-enabled application programming interface residing in the service consumer.

46. **(Previously Presented)** The system of claim 44, wherein the service consumer includes one of a hardware device, a software application, or a combination thereof.

47. **(Previously Presented)** The system of claim 44, wherein the service includes handling an exception that occurred in the service consumer.

48. **(Previously Presented)** The system of claim 44, wherein the one or more service provider tools include knowledgebase, trouble ticketing tool, escalation tool, workflow tool, software delivery tool, or combinations thereof.

49. **(Currently Amended)** The system of claim 44, wherein the one or more actions comprise servicing the service consumer in response to the service consumer's request ~~for service~~, and further including:

an analysis tool operable to receive events occurring as a result of servicing the service consumer, the analysis tool further operable to modify the service policy based on received events.

50. **(Currently Amended)** A program storage device readable by machine, tangibly embodying a program of instructions executable by the machine to perform method steps of providing self- supporting service consumers, the method comprising:

allowing a service consumer to automatically consult a service policy comprising one or more service policy rules associated with the service consumer to request service;

automatically determining from the service policy, one or more actions to be taken to respond to the request for service, the one or more actions related to servicing the service consumer;

automatically initiating the one or more actions; and

automatically invoking one or more service provider tools to perform the one or more actions in response to the request for service, wherein:

allowing the service consumer to automatically consult the service policy comprises:

receiving the request for service from the service consumer independent of a user-initiated request for service; and

comparing the request for service with the service policy.

51. **(Currently Amended)** The program device of claim 50, wherein:

the service consumer is a processor-controlled device that requires servicing; ~~and~~

~~allowing a service consumer to automatically consult a service policy comprises:~~

~~receiving the request for service from the service consumer independent of a user-initiated request; and~~

~~comparing the request for service with the service policy.~~

52. **(Currently Amended)** The program device of claim ~~51~~ 50, wherein:

the policy includes instructions for servicing the service consumer; and

the one or more actions comprise servicing the service consumer in accordance with the instructions; and

servicing the service consumer comprises repairing a fault in the service consumer.

53. **(Currently Amended)** The program device of claim 50, wherein:
the service consumer is a processor-controlled device that requires servicing;~~and~~
the steps of allowing, automatically determining, automatically initiating, and
automatically invoking occur at a service provider;
servicing the service consumer comprises repairing a fault in the service consumer;
and further comprising:
when it is determined that the service consumer needs servicing, automatically linking
the service consumer to the service provider ~~linking the service consumer with the service~~
~~provider~~ to enable the service provider to service the service consumer.

54. **(Previously Presented)** The program device of claim 50, further comprising determining from the policy whether the service consumer is covered by a warranty covering the request for service.

55. **(Previously Presented)** The program device of claim 50, further comprising modifying the one or more service policy rules in response to one or more service events that occurred as a result of the one or more actions.

56. **(New)** The program device of claim 53, wherein the service consumer and the service provider are separate entities.

57. **(New)** The method of Claim 37, wherein the one or more actions provide the solution to the fault.